

CIVILIAN TELECOMMUNICATOR

General Definition of Work:

Performs intermediate technical work dispatching public safety, emergency, medical services, and other personnel in response to emergency situations. Work is performed under the regular supervision of a sergeant.

Essential Functions/Typical Tasks:

Receiving calls for service; dispatching personnel and equipment; providing on-air emergency medical and other assistance; maintaining records, files and logs; entering data.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Receives and transmits messages primarily by radio and maintains radio log on shift work.
- Receives emergency calls, determines location and nature of emergency and dispatches appropriate personnel and equipment.
- Answers incoming telephones through administrative and emergency phone lines.
- Determines the nature of the call.
- Operates device for communication with the hearing impaired.
- Enters calls into the Computer Aided Dispatch (CAD) system and dispatches proper responders as needed.
- Monitors separate radio frequencies.
- Handles paging for police, fire, emergency medical services, and special units.
- Operates Division of Criminal Information (DCI) computer to communicate with other law enforcement agencies throughout the state and nation.
- Issues case numbers for police and fire reports as needed.
- Fills out daily report sheet for communication center activity for the shift.
- Helps train all new communications center personnel.
- Prepares a variety of detailed reports or activities; keeps necessary files.
- May be assigned to a variety of administrative tasks such as purchasing, time keeping and related duties.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

General knowledge of the methods of operating state computer network communications systems; of radio code system and teletype procedures; of the geography of the county and location of important buildings; and of the rules and regulations of the Sheriff's Department. Ability to type at a reasonable rate of speed; speak distinctly; to deal with the public under stressful conditions and remain calm; analyze situations and adopt quick, effective and reasonable courses of action; to operate standard office, data entry, and computer equipment and communication consoles; to understand and carry out oral and written instructions; to prepare clear reports; and to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Requires high school graduation or equivalent and at least one year of training, education, and/or experience in public contact or customer service. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, fingering, grasping, feeling, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, and operation of machines; determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of Telecommunicator Certification from the North Carolina Department of Justice, Sheriff's Standards Division under authority of Title 12, North Carolina Administrative Code, Subchapter 10B; Division of Criminal Information (DCI) Certification from the North Carolina State Bureau of Investigations, Division of Criminal Information; and Emergency Medical Dispatcher Certification and Emergency Fire Dispatcher Certification from the National Academy of Emergency Medical Dispatch or must obtain within six months of employment. Must meet and maintain minimum qualifications for the position established by the department and the State of North Carolina. May be required to complete Employment Security Commission Aptitude Test and submit to a psychological examination. Polygraph examination and extensive background review required. Position is a safety-sensitive position as defined by the Drug Free Workplace Policy.